



12-0884

IFW
2151

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Holden, et al.,

§ Docket Number: 11433RRUS01U
(22171.177.02)

Serial No.: 09/735,427

§ Customer No. 27683

Filed: December 12, 2000

§ Group Art Unit: 2151

For: SYSTEM AND METHOD FOR
DYNAMIC QUEUING IN AN
AUTOMATIC CALL DISTRIBUTOR

§ Examiner: Phillips, Hassan A.

RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action of October 7, 2004, please reconsider the application in light of the following remarks:

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 7 of this paper.